Session 4: Open Source

Moderator: Steve Watkins

"Doctor-Doc:" An Open Source Tool to Handle Library Literature Requests

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Abstract:
Doctor-Doc is an open source tool to handle literature requests, especially ordering and managing interlibrary loan requests. The software is freely available for libraries and information centers, and can be implemented easily. This paper introduces the features of Doctor-Doc as well as its interface, which is multilingual. We demonstrate how to activate Doctor-Doc as an Open URL link resolver in scientific databases like Web of Science, ScienceDirect and PubMed. A link resolver button links to the full text. In case the full text from publisher is not available, Doctor-Doc creates a request with complete bibliographic data to the library. The technology offers statistics and an appropriate overview of all order requests, which are useful data for the acquisition policy.

Keywords: Open URL, link resolver, interlibrary loan, open source software, library catalogs, library users

Background
Our libraries, the library in Warnemuende at the Leibniz Institute for Baltic Sea Research and the library in Bremen at the Leibniz Center for Tropical Marine Ecology, collaborate with each other. The institutions are members of the Leibniz Association. The two libraries have similiar environments and both are located in institutions for marine research in the north of Germany. The access to all electronic resources is IP-address based; the Web of Science is the most important subscribed scientific database.

Library at the Leibniz Institute for Baltic Sea Research	Library at the Leibniz Center for Tropical Marine Ecology
• scientists: 100 FTE	• scientists: 100 FTE
• 6000 electronic journals	• 8000 electronic journals
• library staff: 1 librarian full-time and 1 technical assistant half-time	• library staff: 1 librarian full-time and 1 technical assistant full-time

Introducing "Doctor-Doc"
Do you know this situation? A scientist is coming into your library. He or she wants to read an article and asks you for some help getting it. The reference data are written on a tiny sheet of paper. The scientist only knows for sure that the book was green. Finally you find out that it was red. Or your library receives article requests by phone or in best case by email. In every case, you have to spend a great deal of time verifying the bibliographic data and checking your library's holdings.

The solution can be "Doctor-Doc." We use this tool to handle literature requests in our libraries. It is an open source software, freely available, developed by a librarian in Switzerland, Markus Fischer.

Features of Doctor-Doc
Doctor-Doc is a tool useful for both librarians and library users.

Imagine you are a scientist at your institute: in their workflows they search for a specific topic through the Internet, e.g. in Web of Science, ScienceDirect or PubMed. Your patron wants to read an article, but he or she cannot access it because your library does not have a subscription. Usually at this point, users have to interrupt their work and send a literature request to their library, via email or online form. They have to copy and paste the specific information to send. Afterwards, they may have to start again with their search. This is time-consuming, error-prone, and interrupts the patron's workflow.

With Doctor-Doc, users don't have to interrupt their work if they end up without immediate access. Your users find an additional button with your library's or institute's logo on the specific research databases. Only users within your IP-range will see the library button, because it is IP-based. That means that the users don't have to sign in. Via this button, your users can submit the article request directly to their librarian.

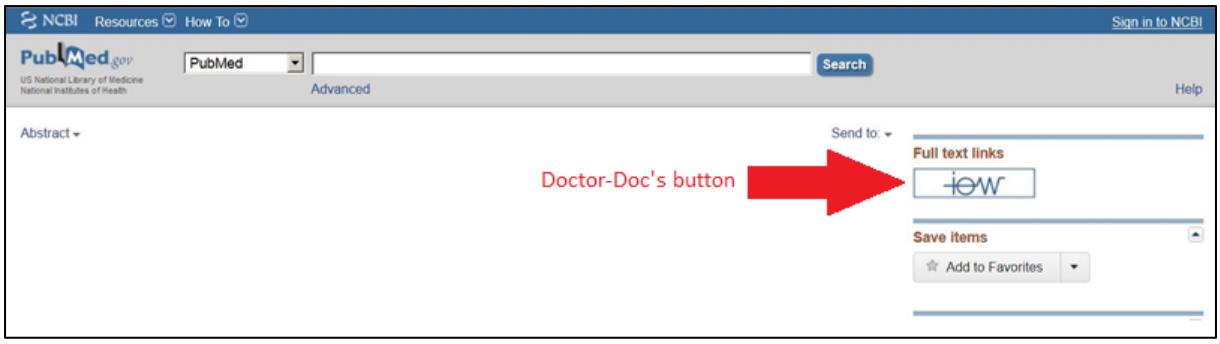

Figure 1: This is an example from http://www.ncbi.nlm.nih.gov/pubmed.

Altogether we have had positive experiences, as Doctor-Doc is an efficient instrument that streamlines the workflow in our research institutions. Also, it is a good opportunity to promote your library, because scientists find your logo in their scientific databases.

How Does It Work?
Your logo on the specific databases serves as a request button. While registering for Doctor-Doc, the responsible librarian has to name the library holdings, e.g. on the basis of the institution's WorldCat entries. The system harvests and transfers the bibliographic reference data via a link resolver, which creates a connection for the user between their research results and your local inventory information.

With a click on the button, Doctor-Doc automatically checks the availability of your user's search results. An order form will be filled automatically; your users don't have to enter the data any more.

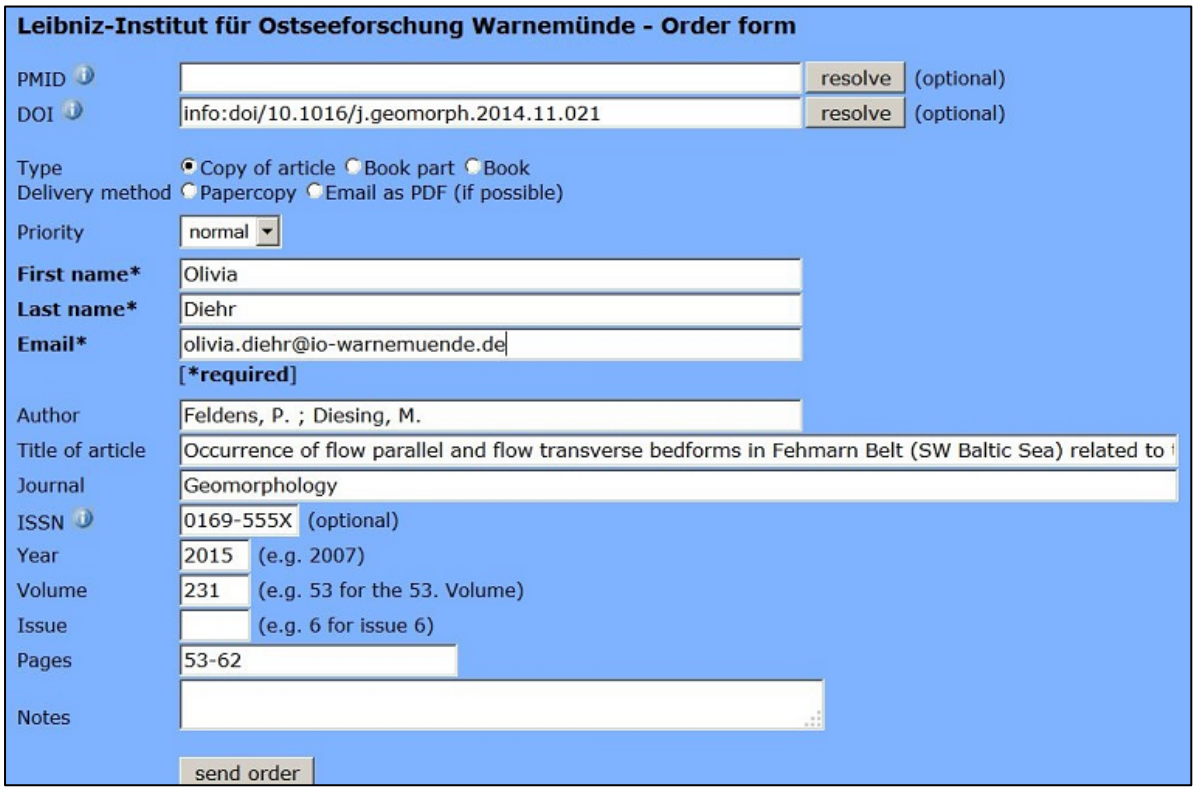

Figure 2: Screenshot of Doctor-Doc's article request form.

The user just has to add his or her name and send the order and then it arrives at the librarian's desk. So there is benefit for both the user and you, the librarian.

If the user submits the order via Doctor-Doc, both the person requesting and the library receive an email with the request. The librarian can access the order on the Doctor-Doc librarian administration page, edit the order and choose the appropriate or best supplier. The number of half-filled user requests that you are not able to decode will be reduced.

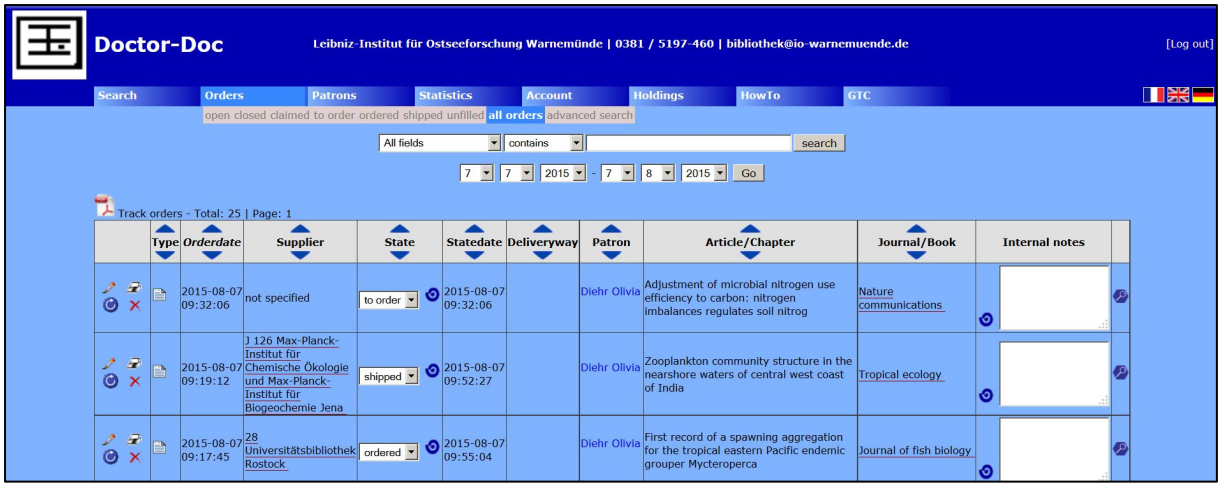

Figure 3: Screenshot of Doctor-Doc's Order Tracking Page.

Doctor-Doc Statistics Tool

There are various ways of getting statistics about the requests. You have an overview of the order requests, so you may use it as an analyzing tool for the library's holdings acquisition management. For example, if you realize that you have a specific journal requested more times than average, this would be a sign to subscribe this title. You may also use the statistics for interlibrary loans as evidence for the library's performance without having to collect these data separately.

About Doctor-Doc

Doctor-Doc is multi-lingual. At the moment your library can implement Doctor-Doc in English, French and German. The standard language is the language of your IP-range. All the big players collaborate with Doctor-Doc: bibnet.org, Carelit, CINAHL / EBSCO HOST, Query-String, CSA, Endnote, ISI Web of Science, Ovid, PubMed, Refworks, ScienceDirect, Scopus and Springer.

An alternative tool to Doctor-Doc is SFX by ExLibris.

Link Resolver in the Web of Science, PubMed, and ScienceDirect

The library of the Leibniz Institute for Baltic Sea Research registered for an account and implemented Doctor-Doc in 2009. In the beginning, the program was used as an administration and monitoring tool for interlibrary loan requests only. In 2015, we implemented the link resolver in Web of Science, PubMed and ScienceDirect. The patrons have been very interested in this, and there has been high usage. The implementation of the tool took no more than 20 hours.

Easy Implementation Road Map

1. Register an account for your library on http://www.doctor-doc.com and register your IP-address.
2. Create an image of your logo and a location URL. You will need this image for the link resolver button on the databases' websites. Supplying your logo is not mandatory; however, we would recommend it. It makes it easier for your scientists to find your local holdings.

3. Submit your request for full text linking using Open URL on the website of the chosen database provider.

The implementation needs some IT know-how, but it is doable for a librarian or information specialist. It is not necessary to be an IT expert. Find more information concerning the implementation on the website of the database provider and visit the How-to page on Doctor-Doc's website.

You can subscribe to a mailing list. Any communication regarding the tool will be sent through this mailing list. https://lists.sourceforge.net/lists/listinfo/doctor-doc-general

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